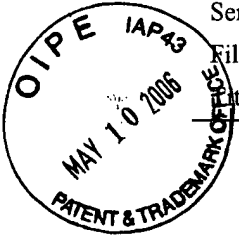


IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

DAE  
IFW

Applicant: Cheryl Camp Haynes, *et al.* Examiner: Van Doren, Beth  
Serial No.: 09/474,643 Group Art Unit: 3623  
Filed: December 29, 1999 Docket: 60027.0326US01/BS98041  
Title: System and Method for Eliminating an Unnecessary Dispatch of a Service Technician



CERTIFICATE UNDER 37 CFR 1.8:

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail, with sufficient postage, in an envelope addressed to: Mail Stop Petition, Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450 on May 5, 2006.

By:   
Name: Roger T. Frost

Mail Stop Petition  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450



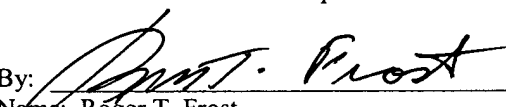
Sir:

We are transmitting herewith the attached:

- ☒ Transmittal Sheet in duplicate containing Certificate of Mailing
- ☒ Petition to Withdrawal Holding of Abandonment
- ☒ Return postcard

Please charge any additional fees or credit overpayment to Deposit Account No. 13-2725. A duplicate of this sheet is enclosed.

Merchant & Gould P.C.  
P.O. Box 2903  
Minneapolis, MN 55402-0903  
612.332.5300

By:   
Name: Roger T. Frost  
Reg. No.: 22,176  
RTF

S/N: 09/474,643



PATENT

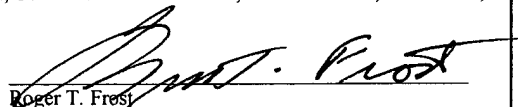
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Cheryl Camp Haynes, *et al.* Examiner: Van Doren, Beth  
Serial No.: 09/474,643 Group Art Unit: 3623  
Filed: December 29, 1999 Docket No.: 60027.0326US01/BS98041  
Title: System and Method for Eliminating an Unnecessary Dispatch  
of a Service Technician

---

CERTIFICATE UNDER 37 CFR 1.8:

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail, with sufficient postage, in an envelope addressed to: Mail Stop Petition, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on May 5, 2006.

  
Roger T. Frost

**PETITION TO WITHDRAWAL HOLDING OF ABANDONMENT**

Mail Stop Petition  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

The Applicants in the patent application identified above petition the Office to withdraw the Notice of Abandonment dated April 24, 2006 in that application. This petition is submitted pursuant to MPEP 711.03(c) and 37 CFR § 1.181.

The Notice of Allowance mentioned in the Notice of Abandonment was never received by the Applicants or by their undersigned attorney. The undersigned has searched the file jacket maintained for that application and has searched relevant docket records maintained by the law firm of Merchant & Gould, LLC, without finding any indication that the Notice of Allowance was received.

A copy of the docket sheet maintained by the undersigned law firm for the present application is attached. This docket sheet shows that the last entry docketed for the application is the Office Action (status) with an Action Due Date of 10/7/2005. The

second page of the enclosed docket sheet shows that the undersigned on 09/26/2005 filed a Response to that Office Action. No further Office Action appears on the docket sheet.

Previous Change of Address

The Applicants on May 7, 2003 filed a Revocation and Power of Attorney and a Change of Address in this application. A copy of those two documents, together with a postcard submitted with those documents and bearing the Office mail stamp dated May 09, 2003, is also enclosed with this petition. The undersigned notes that the Notice of Abandonment for this application was not mailed to the address indicated on the Change of Address and infers that the Notice of Abandonment was likewise misaddressed. Marcus Delgado, the person to whom the Notice of Abandonment was addressed, no longer works for BellSouth Intellectual Property Management Corp.

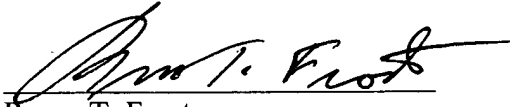
The present petition shows that the Applicant did not receive the original Notice of Allowance for this application. Accordingly, the petitioner respectfully requests the Office to withdrawal the holding of abandonment and re-mail the Notice of Allowance, setting a new three-month period to timely pay the issue fee.

The undersigned submits that no fee is required for the present petition. However, if the Office determines that a fee is required, authorization is hereby granted to charge a petition fee in an amount not exceeding \$130 to Deposit Account No. 13-2725.

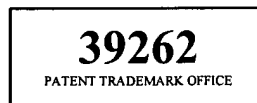
Respectfully submitted,

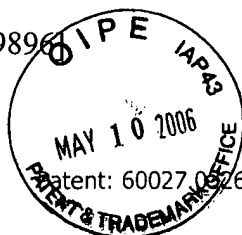
MERCHANT & GOULD, LLC

Date: May 5, 2006

  
Roger T. Frost  
Reg. No. 22,176

MERCHANT & GOULD, LLC  
P.O. Box 2903  
Minneapolis, MN 55402-0903  
(404) 954.5100





Patent: 60027.0326US01, United States, Regular, National, Original Filing

## Patent Data

Docket Number	60027.0326US01	Attorney	CL - CHRISTOPHER J. LEONARD
Country	United States	Attorney #2	RTF - ROGER T. FROST
Case Type	Regular	Client	BELLSOUTH INTELLECTUAL PROPERTY
Relation Type	Original Filing		MAN
Filing Type	National	Assignee	
Filing Number	01	Attorney #3	
Status	Filed	Client Reference	98041
Sub Status	Pending	First Filing Date	12/29/1999
Parent Country		Sub Status Date	5/13/2003
Parent Number		Parent Filing Date	12/29/1999
Application Number	09/474643	Parent Grant Date	
Patent Number		Application Date	12/29/1999
Publication Number		Grant Date	
Assigned		Publication Date	
Convention Type		Ind. Claims\Designs 0	
Responsible Office	Atlanta	Total Claims	0
TaxAgent		TotalClasses	
Operating Group		ConfirmationNumber	
Custom Party #1		Tax Base Date	
Custom Party #2		Tax Base Date	Next Tax Date
Custom Party #3		Expiration Date	
Custom Party #4		Custom Text #1	00827
Custom Party #5		Custom Date #1	
Custom Party #6		Custom Text #2	
Custom Party #7		Custom Date #2	
Custom Party #8		Custom Text #3	
Agent Ref No		Custom Date #3	
Country of Origin	United States	Custom Text #4	
Custom Code #3		Custom Date #4	
Custom Code #4		Text #5	
Custom Code #5		Text #6	
Custom Code #6		Text #7	
Custom Code #7		Text #8	
Customer Code	X4PP	Text #9	
		Customer Name	Merchant & Gould

## Title

SYSTEMS AND METHOD FOR ELIMINATING AN UNNECESSARY DISPATCH OF A SERVICE TECHNICIAN

## Description

## Current Expense Information

## Other Case-Related Information

## PatentActions

Action	Action Due Date	Completed Date	Action Notes
TRANSFER			
Fees/Taxes Pd By Assc.			
IDS DUE	3/29/2000	3/29/2000	
FF REMINDER 6MO	6/29/2000	6/29/2000	
CONV EXP	12/29/2000	12/29/2000	
IDS DUE	6/21/2003	6/23/2003	NO IDS PER CL/cmc WAS IDS FILED?
RESP OA 3 MTHS/PTA	7/23/2003	7/23/2003	
RESP TO OA - 4 MTHS	8/23/2003	7/23/2003	
RESP TO OA - 5 MTHS	9/23/2003	7/23/2003	
RESP TO OA - STAT	10/23/2003	7/23/2003	FILED PER JLH/kb
FR 2 MONTH	12/8/2003	12/8/2003	AMEND FILED PER JLH/cmr
FR 3 MONTH/PTA	1/8/2004	1/8/2004	RESP FILED 12/08/03 PER JLH/cmr
STATUS	1/23/2004	10/8/2003	
FR 4 MONTH*	2/8/2004	2/9/2004	
FR 5 MONTH	3/8/2004	3/8/2004	
FR 6 MONTH	4/8/2004	4/8/2004	RCE FILED PER CL/ssc ADVISORY ACTION MAILED 1/9/2004
RESP OA 3 MTHS/PTA	9/15/2004	9/15/2004	AMEND FILED 09/15/2004 PER JLH/cmr
STATUS	10/8/2004	6/15/2004	
RESP TO OA - 4 MTHS	10/15/2004	9/15/2004	
RESP TO OA - 5 MTHS	11/15/2004	9/15/2004	
RESP TO OA - STAT	12/15/2004	9/15/2004	INTERVIEW SUMMARY MAILED 8/18/2004
FR 2 MONTH	2/7/2005	2/7/2005	
FR 3 MONTH/PTA	3/7/2005	3/7/2005	
STATUS	3/15/2005	12/7/2004	
FR 4 MONTH*	4/7/2005	4/7/2005	
FR 5 MONTH	5/7/2005	4/7/2005	
FR 6 MONTH	6/7/2005	4/7/2005	RCE, AMEND, RESP FILED 04/07/2005 PER JLH/sc
RESP OA 3 MTHS/PTA	10/1/2005	9/26/2005	
STATUS	10/7/2005	7/1/2005	
RESP TO OA - 4			

MTHS	11/1/2005	9/26/2005	
RESP TO OA - 5 MTHS	12/1/2005	9/26/2005	
RESP TO OA - STAT	1/1/2006	9/26/2005	RESP AND AMD FILED 09/26/2005 PER JLH/cr 09/26/2005
STATUS	3/26/2006	3/24/2006	
STATUS	5/26/2006		

**PatentInventors**

<b>Inventor Name</b>
HAYNES CC
SMITH TL
STANLEY RD

**PatentOtherNumbers**

<b>Other Number Code</b>	<b>Other Number1</b>	<b>Other Number Date</b>
ADDRESS CHANGE FILED*	PO	5/27/2003

CreateUser: MPS

CreateDate: 5/21/2003 2:16:00 PM

Copyright 2002 by Master Data Center, Inc.

UpdateUser: cbarne

UpdateDate: 3/24/2006 11:14:12 AM

Receipt is hereby acknowledged for the following in the U.S. Patent and Trademark Office

In re Application of: Haynes et al.  
For: System and Method for Eliminating an Unnecessary  
Dispatch of a Service Technician  
Serial No.: 09/474,643  
Filed: December 29, 1999  
Docket No.: 60027.0326US01/BS98041

Papers Submitted: Revocation & POA; Change of Address

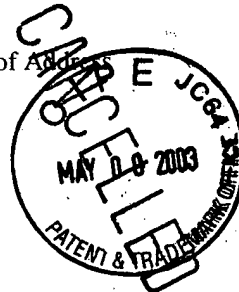
Patent CJLeonard Atlanta  
Date: May 7, 2003

Receipt is hereby acknowledged for the following in the U.S. Patent and Trademark Office

In re Application of: Haynes et al.  
For: System and Method for Eliminating an Unnecessary  
Dispatch of a Service Technician  
Serial No.: 09/474,643  
Filed: December 29, 1999  
Docket No.: 60027.0326US01/BS98041

Papers Submitted: Revocation & POA; Change of Address

Patent CJLeonard Atlanta  
Date: May 7, 2003





PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Haynes et al. Examiner: Van Doren, B.  
Serial No.: 09/474,643 Group Art Unit: 3623  
Filed: December 29, 1999 Docket No.: 60027.0326US01/BS98041  
Title: System and Method for Eliminating an Unnecessary Dispatch of a Service Technician

CERTIFICATE UNDER 37 CFR 1.8:

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail, with sufficient postage, in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450 on May 7, 2003.

By: 

Name: Christopher J. Leonard

REVOCATION AND POWER OF ATTORNEY

Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

Dear Sir:

Please revoke any existing Powers of Attorney, if any, and appoint the following attorneys and/or patent agents to prosecute this application and to transact all business in the U.S.

Patent and Trademark Office in connection therewith:

Ali, M. Jeffer	Reg. No. 46,359	Daignault, Ronald A.	Reg. No. 25,968
Altera, Allan G.	Reg. No. 40,274	Daley, Dennis R.	Reg. No. 34,994
Anderson, Gregg I.	Reg. No. 28,828	Daulton, Julie R.	Reg. No. 36,414
Batzli, Brian H.	Reg. No. 32,960	DeVries Smith, Katherine M.	Reg. No. 42,157
Beard, John L.	Reg. No. 27,612	DiPietro, Mark J.	Reg. No. 28,707
Berns, John M.	Reg. No. 43,496	Doscotch, Matthew A.	Reg. No. 48,957
Blackburn, Murrell W.	Reg. No. 50,881	Edell, Robert T.	Reg. No. 20,187
Bortolotti, Rebecca	Reg. No. 51,488	Epp Ryan, Sandra	Reg. No. 39,667
Branch, John W.	Reg. No. 41,633	Fitzsimmons, Karen A.	Reg. No. 50,470
Brown, Jeffrey C.	Reg. No. 41,643	Franzen, Rick L.	Reg. No. 51,702
Bruess, Steven C.	Reg. No. 34,130	Gadiano, Christina M.	Reg. No. 37,628
Byrne, Linda M.	Reg. No. 32,404	Goff, Jared S.	Reg. No. 44,716
Campbell, Keith	Reg. No. 46,597	Goggin, Matthew J.	Reg. No. 44,125
Carlson, Alan G.	Reg. No. 25,959	Golla, Charles E.	Reg. No. 26,896
Caspers, Philip P.	Reg. No. 33,227	Gorman, Alan G.	Reg. No. 38,472
Clifford, John A.	Reg. No. 30,247	Gould, John D.	Reg. No. 18,223
Cook, Jeffrey	Reg. No. 48,649	Gregson, Richard	Reg. No. 41,804



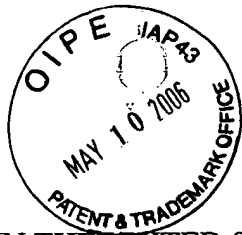
Gresens, John J.	Reg. No. 33,112
Hamer, Samuel A.	Reg. No. 46,754
Hamre, Curtis B.	Reg. No. 29,165
Hennings, Mark	Reg. No. 48,982
Hertzberg, Brett A.	Reg. No. 42,660
Hillson, Randall A.	Reg. No. 31,838
Hope, Leonard J.	Reg. No. 44,774
Hornsby, III, Alton	Reg. No. 47,299
Johns, Nicholas P.	Reg. No. 48,995
Johnston, Scott W.	Reg. No. 39,721
Kalinsky, Robert A.	Reg. No. 50,471
Kettelberger, Denise	Reg. No. 33,924
Keys, Jeramie J.	Reg. No. 42,724
Knearl, Homer L.	Reg. No. 21,197
Korver, Joshua W.	Reg. No. 51,894
Kowalchyk, Alan W.	Reg. No. 31,535
Kowalchyk, Katherine M.	Reg. No. 36,848
Lamberty, Michael	Reg. No. 50,760
Larson, James A.	Reg. No. 40,443
Leonard, Christopher J.	Reg. No. 41,940
Liepa, Mara E.	Reg. No. 40,066
Lindquist, Timothy A.	Reg. No. 40,701
McDonald, Daniel W.	Reg. No. 32,044
McIntyre, Jr., William F.	Reg. No. 44,921
Mueller, Douglas P.	Reg. No. 30,300
Nelson, Anna M.	Reg. No. 48,935
Parsons, Nancy J.	Reg. No. 40,364
Pauly, Daniel M.	Reg. No. 40,123
Peterson, Kyle T.	Reg. No. 46,989
Phillips, John B.	Reg. No. 37,206
Pino, Mark J.	Reg. No. 43,858
Qualey, Terry	Reg. No. 25,148
Randall, Joshua N.	Reg. No. 50,719
Reich, John C.	Reg. No. 37,703
Reiland, Earl D.	Reg. No. 25,767
Rieth, Damon A.	Reg. No. 52,167

Schmaltz, David G.	Reg. No. 39,828
Schuman, Mark D.	Reg. No. 31,197
Schumann, Michael D.	Reg. No. 30,422
Scull, Timothy B.	Reg. No. 42,137
Sebald, Gregory A.	Reg. No. 33,280
Skoog, Mark T.	Reg. No. 40,178
Spellman, Steven J.	Reg. No. 45,124
Stewart, Alan R.	Reg. No. 47,974
Stoll-DeBell, Kirstin L.	Reg. No. 43,164
Sullivan, Timothy	Reg. No. 47,981
Sumner, John P.	Reg. No. 29,114
Swenson, Erik G.	Reg. No. 45,147
Tellekson, David K.	Reg. No. 32,314
Trembath, Jon R.	Reg. No. 38,344
Tunheim, Marcia A.	Reg. No. 42,189
Underhill, Albert L.	Reg. No. 27,403
Vandenburgh, J. Derek	Reg. No. 32,179
Vidovich, Kristin K.	Reg. No. 41,448
Wahl, John R.	Reg. No. 33,044
Welter, Paul A.	Reg. No. 20,890
Whitaker, John E.	Reg. No. 42,222
Wiegand, Jamie	Reg. No. 52,361
Wier, David D.	Reg. No. 48,229
Williams, Douglas J.	Reg. No. 27,054
Withers, James D.	Reg. No. 40,376
Wong, Bryan A.	Reg. No. 50,836
Wong, Thomas S.	Reg. No. 48,577
Xia, Tim Tingkan	Reg. No. 45,242
Zeuli, Anthony R.	Reg. No. 45,255
Delgado, Marcus	Reg. No. 38,122
Mark, Elizabeth	Reg. No. 37,880

Please direct all correspondence in this application to Christopher J. Leonard,  
P.O. Box 2903, Minneapolis, MN 55402-0903, telephone 404.954.5100.

Dated: 5-6-03

By: Jacqueline A. Gregorski  
Jacqueline A. Gregorski  
Vice President, Patent and Trademark  
Procurement



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Haynes et al. Examiner: Van Doren, B.  
Serial No.: 09/474,643 Group Art Unit: 3623  
Filed: December 29, 1999 Docket No.: 60027.0326US01/BS98041  
Title: System and Method for Eliminating an Unnecessary Dispatch of a Service Technician

CERTIFICATE UNDER 37 CFR 1.8: The undersigned hereby certifies that this correspondence and the paper(s), as described herein, are being deposited in the United States Postal Service, as first class mail, with sufficient postage, in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450, on May 7, 2003.

By: 

Christopher J. Leonard

CHANGE OF ADDRESS

Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

Dear Sir:

Please change the correspondence address for the above-referenced patent application to:

Merchant & Gould P.C.  
P.O. Box 2903  
Minneapolis, MN 55402-0903

If there are any questions regarding this matter, please call the undersigned at 612.332.5300.

Respectfully submitted,

Merchant & Gould P.C.  
P.O. Box 2903  
Minneapolis, MN 55402-0903  
612.332.5300



Name: Christopher J. Leonard  
Reg. No.: 41,940  
CJL

Date: May 7, 2003

